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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/708,013	02/02/2004	Brian K. Fettig	717841.6	2012
27128	7590	03/19/2008	EXAMINER	
HUSCH BLACKWELL SANDERS LLP			CHAMPAGNE, LUNA	
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SUITE 2400			ART UNIT	PAPER NUMBER
ST. LOUIS, MO 63101			3627	
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/708,013	FETTIG ET AL.	
	Examiner	Art Unit	
	LUNA CHAMPAGNE	3627	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 30 November 2006.
 2a) This action is **FINAL**. 2b) This action is non-final.
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-22 is/are pending in the application.
 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
 5) Claim(s) _____ is/are allowed.
 6) Claim(s) 1-22 is/are rejected.
 7) Claim(s) _____ is/are objected to.
 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.
 10) The drawing(s) filed on 20 February 2004 is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) Notice of References Cited (PTO-892)
 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
 3) Information Disclosure Statement(s) (PTO/SB/08)
 Paper No(s)/Mail Date 2/3/04, 3/17/04, 11/30/06.

4) Interview Summary (PTO-413)
 Paper No(s)/Mail Date. _____.
 5) Notice of Informal Patent Application
 6) Other: _____.

DETAILED ACTION***Claim Rejections - 35 USC § 102***

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-4, 6, 9, 10, 12-14, 16-18, 21 are rejected under 35 U.S.C. 102(e) as being unpatentable by Berger et al. (7,120,677 B1).

Re claims 1, 10, Berger et al. disclose a system for providing an a/r pos graphical user interface comprising: a computing system having an integrated group of data repositories which define element of a graphical interface and a function of the element where the element relates to a customer care information system (see e.g. col. 7, lines 26-35); an ABS Legacy System having ABS accounting data relating to the customer care information system (see e.g. col. 4, lines 50-58); utility customer care application for managing utility customer account data for the customer care information system (see e.g. col. 1, lines 44-47); and a POS application residing on the computing system communicably linked with the ABS Legacy System and the utility customer care application and said POS application operable to access said integrated group of data repositories for generating a graphical user interface operable to present said

ABS accounting data and utility customer care data while keeping the customer in view (see e.g. col. 3, *lines 37-47*) and operable to receive inputs for updating Legacy system data and customer care application account data (see e.g. col. 7, *lines 16-19*).

Re claim 2, Berger et al. disclose a system for providing an AR/POS graphical user interface as recited in claim 1 where the data repositories comprises; a user interface (UI) repository containing attributes which define data binding data, handling, how data is displayed and data types; and a screen repository containing attributes which define the hierarchical structure of the navigation tree and operable to determine the JAVA class construct to be executed when a screen selection is made by a user (see e.g. col. 7, *lines 43-67*)

Re claims 3, 12, 16, Berger et al. disclose a system where the elements of the graphical interface include elements that have hyperlink functionality (see e.g. col. 6, *lines 17-24 web-based functionality*)

Berger et al. do not disclose the specific limitations such as a navigation scheme includes a main navigation tree, hyperlinks, push buttons, and browser-like page forward/page backward functionality.

However, it would have been a design choice, at the time of the invention, to have included such features in a browser.

Re claim 4, Berger et al. disclose a system where said ABS accounting data and customer care account data, includes counter sale related data, order tracking related data and billing data (see e.g. col. 1, *lines 19-21*).

Re claim 6, Berger et al. disclose a system for providing an AR/POS graphical user interface comprising: a customer care computing system having an executable AR/POS application operably stored thereon where said AR/POS application is operable to control the computing system to access customer care data relating to general customer data and AR/POS customer data from the ABS legacy systems and generate a graphical user interface presenting the customer care data (see e.g. col. 1, *lines 14-25*); a collection of internet browser application functions including hyperlinks, push buttons, page forward and page backward functions included in said AR/POS application (see e.g. col. 6, *lines 22-24 – web-based functionality*); and where said AR/POS application of said customer care computing system provides the graphical user interface operable to handle counter sales, orders, order tracking, and billing (see e.g. col. 4, *lines 45-49*).

Re claim 9, Berger et al. disclose a system where the ordering and counter sale handling functions are operable to handle returns, refund credit balances, and sales under reports (see e.g. col. 4, *lines 45-49*).

Re claims 13, 17, and 21, Berger et al. disclose a method for providing an AR/POS graphical user interface comprising the steps of: executing an AR/POS

application on a customer care computing system where when executed generates a graphical user interface single point of entry for accessing customer care data relating to general customer data and AR/POS customer data from the ABS legacy systems communicable with the customer care computing system (see e.g. col. 3, *lines 45-48*); receiving a screen request initiated from a user input; navigating to a screen based on the user input and displaying the screen having user interface elements relating to general customer data and customer AR/POS data, including order processing, order tracking, counter sales, and billing; and maintaining a customer centric interface environment where the AR/POS application provides retrieval schemes, display schemes and grouping of information schemes related to a customer in view (see e.g. col. 5, *lines 58-67*); providing with the executing AR/POS application a collection of internet browser application functions including hyperlinks, push buttons, page forward and page backward; receiving a screen request initiated from one of the internet browser application functions; and maintaining a customer centric interface environment where the AR/POS application provides retrieval schemes, display schemes and grouping of information schemes related to a customer in view (see e.g. col. 5, *lines 58-67*); presenting a new customer care graphical user interface screen with updated fields relating to AR/POS customer data responsive to a user input; and presenting the customer care AR/POS customer data in a customer centric manner providing selections for customer related information including selections for all customer accounts for a customer in view (see e.g. col. 9, *lines 66-67*; col. 10, *lines 1-7*).

Re claim 14, Berger et al. disclose a method for providing an AR/POS graphical user interface as recited in claim 13 further comprising the steps of: accessing an integrated group of data repositories which define the elements of the graphical user interface and the elements functions (see e.g. col. 7, *lines 26-35*).

Re claim 18, Berger et al. disclose a method for providing an AR/POS graphical user interface as recited in claim 17, where maintaining a customer centric interface environment includes maintaining the customer continuously in view and providing direct access to all information and accounts relating to a given customer (see e.g. col. 5, *lines 58-67*).

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. Claim 5 is rejected under 35 U.S.C. 103(a) as being unpatentable over Berger et al. (7,120,677 B1), in view of Clark et al. (6,965,668 B2).

Re claim 5, Berger et al. do not explicitly disclose a system for providing an AR/POS graphical user interface where the POS application is further

operable to do divisionalized accounting due-to and due-from along with multiple Accounts Receivables per order/invoice where products relating to different agreement types can appear on the same order/invoice and be separated by the A/R General Ledger Number.

However, Clark et al. disclose a system for providing an AR/POS graphical user interface where the POS application is further operable to do divisionalized accounting due-to and due-from along with multiple Accounts Receivables per order/invoice where products relating to different agreement types can appear on the same order/invoice and be separated by the A/R General Ledger Number (see e.g. col. 7, lines 19-24, 36-38; col. 14, lines 15-28).

Therefore, it would have been obvious to a person of ordinary skill in the art to modify Berger et al. and include a system for providing an AR/POS graphical user interface where the POS application is further operable to do divisionalized accounting due-to and due-from along with multiple Accounts Receivables per order/invoice where products relating to different agreement types can appear on the same order/invoice and be separated by the A/R General Ledger Number, as taught by Clark et al., in order to provide a total solution to the customer for bill /payment management.

5. Claim 8 is rejected under 35 U.S.C. 103(a) as being unpatentable over Berger et al. (7,120,677 B1), in view of Hanagan et al. (2001/0056362).

Re claim 8, Berger et al. do not explicitly disclose a system where the billing handling function is operable to structure a consolidated bill having multiple invoices and agreements per financial account.

However, Hanagan et al. disclose a system where the billing handling function is operable to structure a consolidated bill having multiple invoices and agreements per financial account (see e.g. *paragraph 0050*).

Therefore, it would have been obvious to a person of ordinary skill in the art to modify Berger et al. and include a system where the billing handling function is operable to structure a consolidated bill having multiple invoices and agreements per financial account, as taught by Hanangan et al., in order to offer a complete customer care service to any client.

6. Claims 7, 11, 15, 19, 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Berger et al. (7,120,677 B1) as applied to claims 1, 6, 10, 13 and 17 above, and further in view of Rembert (5,101,352).

Re claims 7, 11, 15, and 19, Berger et al. do not disclose a system for providing an AR/POS graphical user interface where executing the AR/POS application operable for accessing the ABS legacy systems includes accessing Accounts Payables Legacy systems, General Ledger Legacy systems, Material Inventory Legacy Systems, Purchase Order Systems, Payroll Systems, and Work Order Systems.

However, Rembert disclose a system for providing an AR/POS graphical user interface where executing the AR/POS application operable for accessing

the ABS legacy systems includes accessing Accounts Payables Legacy systems, General Ledger Legacy systems, Material Inventory Legacy Systems, Purchase Order Systems, Payroll Systems, and Work Order Systems (see e.g. col. 2, *lines 38-44*).

Therefore, it would have been obvious to a person of ordinary skill in the art to modify Berger et al. and include the steps cited above, as taught by Rembert, in order to diversify the system with the applications cited above.

Re claim 20, Berger et al. do not explicitly disclose a method further comprising: providing with the executing AR/POS application a work product set aside function.

However, Rembert discloses a method further comprising: providing with the executing AR/POS application a work product set aside function (see e.g. col. 11, *lines 32-34*).

Therefore, it would have been obvious to a person of ordinary skill in the art to modify Berger et al. and include the steps cited above, as taught by Rembert, in order to keep track of all products.

7. Claim 22 is rejected under 35 U.S.C. 103(a) as being unpatentable over Berger et al. (7,120,677 B1) in view of Carroll (6,973,580).

Re claim 22, Berger et al. do not explicitly disclose a method for providing a computing system for presenting an AR/POS graphical user interface, further

comprising: presenting a customer care graphical user interface screen having a notepad and alert function.

However, Carroll et al. disclose a method for providing a computing system for presenting an AR/POS graphical user interface, further comprising: presenting a customer care graphical user interface screen having a notepad and alert function (see e.g. *col. 3, lines 36-39, col. 5, lines 59-62*).

Therefore, it would have been obvious to a person of ordinary skill in the art to modify Berger et al. and include the steps cited above, as taught by Carroll et al., in order to increase flexibility and security in the system.

Conclusion

8. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Kumar et al. (2001/0023414, Kappel et al. (2002/0087341 A1), Smith et al. (2001/0032106 A1), Whitehead (2002/0199182).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to LUNA CHAMPAGNE whose telephone number is (571)272-7177. The examiner can normally be reached on Monday - Friday 8:30 - 5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Florian Zeender can be reached on (571) 272-6790. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/F. Ryan Zeender/
Supervisory Patent Examiner, Art Unit 3627

Luna Champagne
Examiner
Art Unit 3627

March 11, 2008